



City of Seattle

Edward B. Murray, Mayor

Human Services Department

Catherine L. Lester, Interim Director

MONTHLY REPORT

Prepared for: Councilmember Sally Clark, Chair
Housing Affordability, Human Services and Economic Resiliency Committee
Prepared by: Catherine Lester, Interim Director
Department: Human Services Department (HSD)
Date: May 1, 2014

KEY UPDATES FOR APRIL 2014

CRITICAL ISSUES

- **Aligning with the Mayor's vision:** HSD has received direction and support from the Mayor's Office around two critical bodies of work.
 - **DVSAP (Domestic Violence and Sexual Assault Prevention):** The Mayor himself volunteered to serve as representative to the DVPC (Domestic Violence Prevention Council). This is an exciting opportunity and a significant commitment of the Mayor's support of this work. The Mayor reiterated his commitment to maintain the DVSAP team within HSD, and in pursuing options relating to a resource center for survivors and their families.
 - **Piloting the Outcomes Framework:** The Mayor expressed his support and endorsement of piloting HSD's Outcomes Framework via two funding opportunities in 2014. HSD will issue a NOFA for its Food and Meal & Senior Center investments in June, 2014. The Mayor is very interested in data-driven investments, and finding new and innovative ways of addressing our communities' disparities through the piloting of this strategic investment framework.
- **Duals agreement signed:** King County Executive Dow Constantine has recently signed the Interagency Agreement on the implementation of the Duals Pilot project in Seattle and King County, and it is now ready for signing by the Mayor.
- **Klose-In Motel:** On April 14th, a gas explosion at the Klose-In Motel at 9309 Aurora Ave N injured one person, left five units uninhabitable and left all the motel units except the office building without power and gas. Over 40 low income residents were impacted. HSD worked with the Red Cross and other partners to help with resident needs. The Red Cross provided meals and set up a shelter at Phinney Ridge Lutheran Church, which was later moved to Seattle Center, with 20 residents returning to their units with no heat, gas or electricity. Due to conditions, DPD issued a vacate notice effective April 25th. The key issue was whether the building owner would quickly repair the motel. On April 22nd, the owner returned deposits and provided transitional housing costs for monthly renters. ADS is working with three of the residents and CSA is helping a family with a two-year old and a ten-month old. The Red Cross reports that clients are finding new housing arrangements and there are no unmet needs from their perspective other than the family.

KEY UPDATES

Department-wide

- **Communications Manager Recruitment:** HSD began a recruitment process the week of April 1st to fill this critical position, after David Takami's recent resignation. David is returning to his former home at the Parks Department after serving HSD for the past seven years and the department hopes to have a pool of applicants by the end of April or early May.
- **Career Bridge:** HSD and the Urban League have completed the recruitment process for the new Program Manager. Next steps include on-boarding the new Program Manager and planning for upcoming cohorts. HSD has worked closely with Urban League and the City Auditor's Office to establish appropriate data collection systems and measurements to satisfy the evaluation, as well as in anticipation of responding to Council SLI # 89-1-A-1, due in July.
- **State Auditor meeting:** HSD leaders met with the Washington State Auditor's Office (SAO) on March 19th. We identified common goals and solutions to historical concerns and described our ongoing infrastructure improvements designed to strengthen fiscal accountability.
- **Grant monitoring:** The U.S. Department of Housing & Urban Development (HUD) started a monitoring review on March 24th. The goal of the review (conducted every three years; it's different from an audit) is to ensure compliance with federal McKinney grants in the Permanent Support of Housing program (PSHP). PSHP provides permanent transitional housing support.
- **Dental care in City contracts:** HSD staff met with representatives of the Community Health Clinic Council and Public Health-Seattle & King County to discuss implementation of new dental measures in the City contract for 2014. The clinic directors expressed concerns regarding the new health outcomes measures (the product of a SLI in 2013), but it was a productive conversation that resulted in a commitment from all parties to propose improvements to the 2015 contract.

Youth & Family Empowerment (YFE)

- **Early Learning:**
 - HSD is in the process of applying for Early Childhood Education and Assistance Program (ECEAP) expansion and hoping to add 100-150 new slots for children and families. This expansion opportunity will also allow HSD to convert up to 75 existing part-day program slots to full-day program slots thereby increasing early learning dosage, which is a research-based best practice. If the grant is received, ECEAP will grow from 330 existing slots to 480 slots. The grant is due on May 19, 2014 with a contract period of July 1, 2014 to June 30, 2015. Staff met with potential community partners on March 31st to identify new subcontractors for ECEAP, and will continue to ramp up every year through 2019 in order to meet its new entitlement mandate. The intent is to continue to apply every year.
 - Six new Somali Family Child Care (FCC) providers have been added so far this year through the Family Child Care Outreach Project. HSD will be adding one new FCC provider via the nutrition program. The Mayor highlighted this work in his State of the City speech wherein he indicated the City would add 60 new family child care providers to the Comprehensive Child Care Program. HSD expects to be on track to meet this goal once the second

contractor – Child Care Resources – begins their work to provide outreach, training and technical assistance.

- **Youth/Young Adults (YYA):**

- HSD staff met with Sabina Neem, LGBT Commission and Sid Peterson, King County, to discuss the upcoming LGBTQ Youth Summit in June. Division Director, Grace McClelland will participate on a panel. Staff also discussed the need for more investments in this community as HSD currently only invests a minimal amount.
- All nine of the YYA program HUD-funded contracts serving homeless youth were renewed for the 2014-15 contract period.
- Peace for the Streets by Kids from the Streets' (PSKS) City-funded Capitol Hill Case Management program assisted a young adult who had been homeless for over a year to re-enroll in Seattle University and move into University dormitory housing.
- The Upward Bound Program has taken 26 students to visit five California colleges. The college tour included visits to Stanford University, San Francisco State University, University of San Francisco, UC Berkeley and UC Davis.

- **Naturalization Ceremony | New Citizen Program:** On April 14th approximately 80 people recited the oath of citizenship and became naturalized U.S. citizens at the Downtown Seattle Library. The ceremony was hosted by the U.S. Citizenship and Immigration Services and the Seattle Public Library, in collaboration with City of Seattle's Human Services Department (HSD). Mayor Ed Murray delivered the keynote address. HSD Interim Director Catherine Lester gave congratulatory remarks.

Many of the naturalization candidates received assistance from HSD's New Citizen Program, which is a consortium of 14 community-based organizations that provide free naturalization services to low-income immigrants and refugees living in Seattle and King County who otherwise would not be able to navigate the language and legal barriers.

- **Race and Social Justice:**

- Several staff attended the recent "Governing for Racial Equality Conference" in Portland. RSJI Change Team members will relay the information from the conference back to the department's Change Team.
- Grace McClelland met with Dr. Spearman, UW School of Social Work and her colleagues and community people to discuss the Communities That Care Project slated to be implemented in Central and Southeast Seattle. Grace volunteered as a community Board member. This is a new strategy for Central and Southeast Seattle.

Community Support & Assistance Division (CSA)

- **Utility Assistance:**

- Starting on April 1, 2014 the Utility Discount Program discount will move with the customers so they won't have to reapply when they move from one home to another.

- UAP3 is the newly developed application and data system for the Utility Assistance Programs administered by HSD. This new system has been under development by the Information Technology team in HSD, and will be completed by the end of May. Upon completion, staff will receive appropriate training on the new system. The goal is to have the UAP3 system implemented and operational by June 9th.
- **Homeless Investments:**
 - The Mayor was appointed to the Committee to End Homelessness in King County (CEHKC) Governing Board on April 23rd. He is also taking over the position of CEHKC Governing Board Co-Chair, replacing King County Executive Dow Constantine, at the July 2014 meeting and will serve with continuing Co-Chair, Dan Brettler, Car Toys, Inc. HSD and OH are working closely with Mayor's Office staff to prepare the Mayor for this transition.
 - The CEHKC structure has a subcommittee of funders and providers that is staffed by United Way of King County and is currently convening a planning process focused on housing/sheltering homeless single adults. This group (the Single Adult Task Force) is prioritizing action related to crisis response conversations United Way lead at the end of 2013, including how to respond to the closures of winter shelters throughout King County. The group presented its ideas/solutions to the CEHKC Inter-Agency Council at their meeting April 7th, and will then report out to the Governing Board in May. HSD is already incorporating many of the strategies that have been discussed so far.
 - HSD staff participated in a tour of Mary's Place day center and the site of the new family basic shelter. The shelter was expected to open in April, and will serve up to 30 families at a time. Space was donated by PEMCO, and Mary's Place Board Member and PEMCO staff person Dan McGrady led the tour along with Mary's Place Executive Director Marty Hartman. Also participating in the tour was Quinnie Tan, Policy Advisor from the Mayor's Office. This tour served as both an introduction to shelter services at Mary's Place and the required site review of the Basic Shelter for Families program HSD will be developing a services contract for this year.
 - The Rapid Rehousing Pilot Workgroup is exploring ways to increase partnerships with landlords in order to place more homeless families in market-rate housing in Seattle and King County. The workgroup is in the process of developing a plan to acknowledge the contributions landlords have already made, identify strategies to increase awareness amongst landlords of the work being done to house homeless families regionally, and increase partnerships.
 - On April 9th, CSA planning and contract team representatives went to Catholic Community Services to shadow Family Housing Connection as they made referrals for homeless families via the coordinated entry system. The goal of the visit was to see the referral side and get a better understanding of the mechanics of how referrals are made, to see the database interface and to speak with housing referral specialists to understand their role in more depth. One of the takeaways for staff was the issue of placement criteria into housing, specifically transitional housing. Moving forward, the CSA team will meet with family homeless providers to discuss streamlining criteria and best practices to get a sense from providers how we can support them in opening up criteria and removing some of the barriers for harder to place families.

- HSD met with Councilmember Bagshaw on April 11th to discuss options for developing lockers and day time storage for persons who are homeless in the Center City Initiative (CCI) coverage area. This has been identified as a critical issue by stakeholders participating in the CCI roundtable and stakeholder conversations.
- CSA staff facilitated a community stakeholder meeting related to the Road to Housing program (R2H), which included participation by HSD, Compass Housing Alliance, representatives from program host sites, and community advocates. At the stakeholder meeting, the group discussed roles & responsibilities for the expanded R2H program in 2014, and captured successes, challenges, solutions and lessons learned to date from two years of program operations.
- HSD staff visited Muslim Housing Services on April 15th. The group toured the facility, met with program staff and answered questions about opportunities for collaboration. Executive Director, Rizwan Rizwi shared plans for board development and staff expansion, and plans to offer additional resources for families seeking assistance securing employment. Rizwi expressed deep appreciation for City of Seattle support, especially through the Homelessness Prevention Program which provides resources to families on the verge of eviction. He also reflected on the challenge of serving families outside of the City of Seattle and the struggle to manage the growing demand for services in Kent, Tukwila and elsewhere. HSD's contracts with Muslim Housing Services currently include homelessness prevention, transitional housing and a family and youth program.
- **Tenant's Union of Washington:** The Tenant's Union of Washington, with subcontracting to Solid Ground, was awarded \$100,000 through the Housing Stability Tenant Education LOI to expand service capacity for outreach, education & technical assistance to low- and very-low income tenants in Seattle, with a focus on underserved communities. HSD received one proposal in response to the LOI. Expanded services are expected to begin on 5/15/2014, and the contract period will run through 12/31/2014.
- **Women's Winter Shelter:** HSD provided an additional \$10,978 in funding to SHARE/WHEEL to expand their Women's Winter Shelter at Plymouth Congregational Church from April 1st – April 19th, 2014. This shelter is funded annually by HSD for operation between October 1st through March 31st.
- **Community Development Block Grant (CDBG)/Community Facilities:**
 - CDBG staff have come to substantive agreement with Interim Community Development regarding the funding of the child care space at its Hirabayashi Place development at the corner of 4th Ave. and S Main St.
 - CDBG staff are working with the Budget Office to finalize the uses of CDBG, HOME, HOPWA, and ESG funds for 2014. The good news is that all four awards from HUD were higher than estimated in the 2014 Adopted Budget. Staff are preparing legislation for submittal of 2014 spending plan (called the Annual Action Plan) to HUD.
 - On April 8, the U.S. Dept. of Housing and Urban Development (HUD) announced nearly \$1.6 billion in McKinney Continuum of Care (CoC) Program grants to communities across the U.S. The Seattle-King County CoC received \$22.7 million which will renew assistance to over 70 community-based projects providing homeless housing and service programs in our

region. Of this amount, the City of Seattle is the recipient of \$11,627,355 on behalf of 35 individual projects. This award includes slight increases for permanent supportive housing projects to account for increases to HUD calculated Fair Market Rents.

- **Domestic Violence/Sexual Assault (DVSA)/Commercial Sexual Exploitation Prevention:**

- In honor of Sexual Assault Awareness Month, HSD presented “Promising Practices in Sexual Assault Prevention Through the Life Span,” featuring Mo Lewis with the King County Sexual Assault Resource Center and Rebecca Milliman with Harborview Center for Sexual Assault and Traumatic Stress. This informational lunch event took place on April 29th. All HSD staff were invited; other City department staff also attended.
- HSD convenes with DVSA and commercial sexual exploitation service providers on a quarterly basis to provide updates, learn about new, emerging and critical issues that impact survivors and service providers, and engage in thoughtful dialogues about service and system improvement. The April 21st DVSA Stakeholders Meeting agenda included: Seattle DVSA investments, strategies, outcomes and planning; stakeholder input on community-based DV and SA services; and highlighted issues for survivors in 2014.
- The Seattle coordinated response network to address commercial sexual exploitation convened on April 14th for its quarterly membership meeting. The meeting was attended by service providers and system professionals representing HSD, Seattle Municipal Court, Seattle City Attorney’s Office, and Seattle Police Department along with other regional partners King County Prosecuting Attorney’s Office, King County Sheriff’s Office, Everett Police, Federal Bureau of Investigation, and U.S. Attorney’s Office. The group discussed and confirmed the newly implemented response protocol to address commercial sexual exploitation for victims identified by the City of Seattle criminal justice system. A new name was also chosen by members. In going forward, the group will be called Seattle Coordinated Effort Against Sexual Exploitation (CEASE). The next quarterly/regional membership is scheduled for July 14, 2014 from 1-3pm.
- The 2014 International Conference on Sexual Assault, Domestic Violence and Trafficking was held at the Seattle Sheraton this week from April 22-24. The conference hosted over 3,200 service providers, prosecutors and law enforcement professionals from all over the world to participate in training, presentation and dialogue regarding best and promising practices to address domestic violence, sexual assault, and human trafficking. The conference was attended by a number of City of Seattle Departments such as HSD, Police, and the City Attorney’s Office. Representatives from local service providers also participated. Next year’s conference is scheduled for April 7-9, 2015, in New Orleans.

- **Food and meals investments:**

- Centerstone Executive Director, Andrea Caupain, and Director of Operations, Leon Garrett, hosted CSA staff on March 25th for a conversation about Centerstone and its food bank operations. Andrea and Leon provided a robust picture of the organization, its transformation, and hopes for future programming and advocacy work to benefit Central Area residents. HSD and Centerstone drew connections to community conversations, potential partnerships, and upcoming investment opportunities including HSD’s youth development, senior centers, and food and meals Request for Investment processes.

- CSA staff initiated a tour of the new Emergency Feeding Program site in Renton on March 25th. Executive Director, Glenn Turner, and Marlene Poland talked with HSD regarding shared interest in increasing access to healthy food, food system innovation, and eliminating racial inequities in access to healthy food with investments. The Emergency Feeding Program is a champion for outreach to small organizations and collecting demographic data to understand program impacts. They will host a summit for providers regarding data and evaluation on May 15th.
- **Law Enforcement-Assisted Diversion Program (LEAD):** The LEAD program expansion contract was fully executed on April 22nd and the Public Defenders Association will begin LEAD expansion efforts in earnest as of May 1, 2014.

Aging & Disability Services Division (ADS)

- **Senior Centers:**

- On March 25th, HSD/ADS staff met with Seattle senior center directors to provide an update on the Request for Investment (RFI) planning process. Staff gave an overview on data analyzed, policy recommendations, applicant qualifications, research, program components, and community engagement.
- The Aging and Disability Service Advisory Council invited Senior Center Directors in Seattle and King County for a discussion on April 11 -- "Senior Centers –The Next Generation". Councilmember Sally Clark was in attendance and appreciated hearing insights from the discussion. In addition to social and recreational activities, Senior Centers provide a safe and trusted place for older adults to access needed services. Centers continue to maintain their relevance by responding to a number of emerging issues including:
 - Increased number of people with dementia and the need for dementia programming;
 - Increased need for social services/social work to connect people to needed supports (housing, transportation, social services);
 - Expanded use of informal support networks through friendships and social interactions helps to fill gaps in the social service system;
 - Lack of affordable housing with supports and increasing number of homeless older adults.

The directors agreed the two biggest challenges are transportation and the ability to meet the needs of participants who are homeless, and/or have mental health or addiction issues. The Seattle Senior Center directors expressed their appreciation for funding social work services.

- **Duals Implementation:** ADS staff along with King County DCHS/Public Health met with United Healthcare Community to further discuss Duals implementation. Both United and Regence confirmed they will contract back to the AAA LTSS care coordination. Additional roles such as intensive care coordination, care transitions, and provider network management still are in discussion. With the implementation beginning in October, UHC will soon set biweekly planning meetings with ADS and KC staff.
- **Regionalism:**

- ADS staff attended the Bellevue Human Services Commission on April 1, 2014. The commission held a hearing on housing, community development and human services needs of Bellevue residents. ADS staff spoke about the Farmer's Market Voucher program which addresses food insecurity for low-income seniors unable to buy nutritious food. In addition, staff presented information about the Farm to Table project which links senior meal sites and Seattle child care programs to local area farms.
- As part of the SLI #74-2-A1 regionalism efforts, HSD staff attended the Eastside Human Services Forum on April 8. Arch (A Regional Coalition for Housing) staff and representatives from other Eastside providers presented a plan to develop winter homeless shelters on the Eastside to suburban Mayors. The Mayors in attendance gave them a positive response and advice on the next steps. In other news, there will be an eastside forum on June 12 addressing the \$15 minimum wage.
- ADS staff met with Anna Markee, Health Reform Project Manager for Public Health - Seattle & King County, regarding their work with King County hospitals on Community Benefits and Needs Assessments planning. As required by the Affordable Care Act, nonprofit hospitals are to provide community benefits – resources, services, programs, to improve the health of the overall community. PHSKC is facilitating collaboration with hospitals in King County to identify critical health needs of the community and implement strategies to address these needs. Their current priorities areas are obesity and diabetes with a focus on access to healthy food, and access to care. HSD staff shared information on food access efforts that may align with these priorities, including Fresh Bucks, the SNAP incentive program at farmers markets, and Farm to Table efforts which include institutional purchasing as well as community based efforts such as the Good Food bag/CSA model.

• **Senior Services:**

- ⊖ On April 9, RTZ, the vendor for the state's Community Living Connections client and resource database, met with HSD/ADS staff to share updates on statewide implementation plans and to identify next steps for moving forward in King County. They will conduct demos for ADS staff and providers later this month, and planning training for late May and early June. Implementation challenges to be resolved include the ability to import/export data from providers who will not be using the system directly, and identifying responsibility for these costs.
- On April 1st, ADS planners attended a screening of the Senior Money Project, a video created by CENTS (Consumer Education and Training Service). Washington State Attorney General Bob Ferguson, City Attorney Peter Holmes, Federal Bankruptcy Judge Karen A. Overstreet and CENTS, used the event to bring attention to a serious epidemic - the fleecing of unsuspecting senior citizens. The statistics are staggering – older adults are swindled out of nearly \$3 billion a year, and that's likely only the tip of the iceberg. CENTS is a nonprofit organization that teaches audiences – ranging from students to the elderly - how to make informed decisions. The 90 minute DVD is available online at www.seniormoneyproject.org.
- The popular Senior Farmers Market Nutrition Program, a seasonal statewide program, opened for applications on April 15. Now through May 15, 2014, low-income seniors can apply to receive \$40 checks that can be exchanged for fresh produce at farmers markets, roadside stands, and community supported agriculture programs throughout King County. HSD administers the program in King County.

- On April 23rd, ADS Staff met with Seattle Fire Department personnel including Chief Gregory Dean, Fire Marshall John Nelsen, Executive Director of Staff Helen Fitzpatrick, Lieutenant Peter Ubaldi and the King County Deputy Director of Emergency Medical Services (KCEMS), Michele Plorde to discuss collaboration between ADS, SFD and KCEMS. SFD are mandatory reporters to Adult Protective Services (APS), for situations in which they think an elderly or disabled patient meets the criteria for a vulnerable adult and might be abused, neglected or exploited. APS investigates these reports and may provide limited protective services if the abuse is substantial, but APS does not provide ongoing supportive services to vulnerable adults. Since 2011, SFD has often requested ADS staff to respond and provide assistance to the patient identified in these reports. This informal collaboration has been very effective in some situations, but ADS does not have the staff resources to respond to all reports.

The meeting was an initial discussion of formalizing this partnership in order to evaluate and improve the mandatory reporting training for EMT's with SFD, as well as improve the response available by ADS in order to provide better service to the citizens of Seattle.

- **Multi-Cultural Community Center:** On March 27th, HSD staff met with Nora Liu with DPD to get a briefing on plans for a Multi-Cultural Community Center in Southeast Seattle. DPD has helped facilitate a group of community leaders to engage in a planning process to establish a shared gathering place for the diverse array of immigrant and refugee community groups in southeast Seattle. HSD staff identified opportunities for connecting these community leaders with other programs, including senior centers that may be able to provide interim space for their activities.
- **Grant funds practicum placement for two UW students:** Two 2nd year students, from the University of Washington School of Social Work, will conduct their practicum placement at HSD/ADS starting in September 2014. One student will receive a stipend, provided by an Enhanced Options Counseling Grant, intended to support the implementation of ADRCs (Aging and Disability Resource Centers) at ADS and nine other Area Agencies on Aging throughout the country. Placements for stipend positions, in King and Snohomish counties, involved a competitive process in which nine students applied for interviews. Washington State's Community Living Connections (CLC) network is part of the Federal ADRC initiative. CLC is a network of state and community organizations that coordinate to provide consumers with seamless access to private pay and/or publically funded long term services and support options within their local community. The goals of the grant aim to prepare future social workers with competencies to implement and evaluate person-centered and participant-directed long term services and supports within the aging and disability services network.
- **NW Universal Design Council features education and Seattle 2035:** Presentations on Universal Design applications in education and on the Seattle Comp Plan update were featured at the April 10 Northwest Universal Design Council (NWUDC). Eighteen people heard UW College of Education professor Sheryl Burgstahler describe accessible technology services, classroom climate and physical environment, instructional delivery, and supportive services for UW students with disabilities that are also enhancing the learning environment for students without disabilities. Seattle 2035 project manager Patrice Carroll then shared the current conversation about Seattle's future and ways that Universal Design advocates could offer EIS scoping comments.

CITY COUNCIL

- **Multi-Disciplinary Team (MDT) update:** HSD participated in an update on the MDT for the Public Safety, Civil Rights and Technology Committee at its regular meeting on April 2nd.
- **Financial Empowerment Centers:** On April 7th, HSD joined Neighborhood House and the Paul G. Allen Foundation in providing a briefing to full council about the implementation of the Financial Empowerment Center initiative.

MEDIA

- **Encampment underneath Yesler Way:** Real Change News featured a story on the clearing of an encampment underneath Yesler way on Fourth Avenue Utility Discount Program in its April 16th issue. The reporter interviewed HSD staff Edwin Obras about the possible causes of the encampment and what services the City offered to people at the encampment.